



**Hayward
Public
Library**

Veterans Resource Center Volunteer Benefits Coach Job Description

Our Goal: to ensure that Veterans and Veteran families of every era know how to get connected to the state and federal benefits and services they have earned through military service.

Background: California public libraries, in partnership with the California Department of Veterans Affairs (CalVet), are working to connect veterans and their families to benefits and services for which they are eligible. Hayward Public Library is pleased to collaborate with the community and veteran service organizations to positively impact the quality of life for Veterans.

Time Commitment: Minimum one 2-hour shift per week.

Length of Commitment: Minimum six month commitment requested.

Benefits of Volunteering:

- Opportunity to honor Veterans' service by providing important information and referrals for them and their families.
- Training and experience in interviewing, needs assessment, and information and referral.

Requirements:

This position requires a person with the following knowledge and skills:

- Interest in helping and serving Veterans and their families;
- Patience, empathy and good listening and interpersonal skills;
- Familiarity with military life, Veterans' issues, reintegration challenges, or willingness to learn;
- Ability to maintain confidentiality and respect personal boundaries;
- Basic computer and Internet skills required; smart phone experience helpful.
- Successful completion of all training for this position.

If you are interested in becoming a Volunteer Benefits Coach, please contact Sandra Stewart at sandra.stewart@hayward-ca.gov or 510-583-2113.